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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert Keane

Group Art Unit: 2173

Serial No.: 10/646,133

Examiner: John W Cabeca

Filed: August 22, 2003

Attorney Docket No.: 03-011

Title: System and Method for Remote Assistance

Confirmation No.: 8889

Mail Stop Amendment
Commissioner for Patents
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The information cited in the accompanying Forms PTO/SB/08A and 8B is being brought to the attention of the U.S. Patent and Trademark Office in connection with examination of the subject application. The information was cited in a communication from a foreign patent office in an associated foreign application. No admission is being made that the cited information in fact constitutes prior art or is material prior art.

The cited Netviewer GmbH publication entitled "Ad hoc Desktop Sharing" was identified by the foreign patent office as having been retrieved at the stated URL. The document itself does not bear a publication date, but the URL appears to indicate that the document was captured on July 3, 2003. The actual date of publication of the document is unknown to Applicant.

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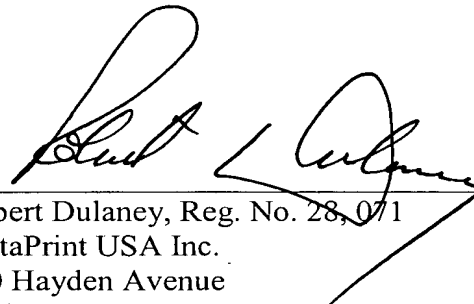
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Respectfully submitted,

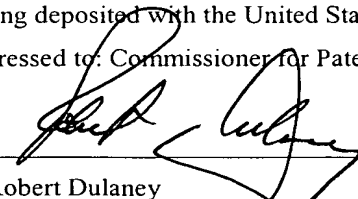
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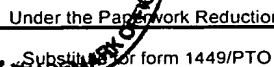
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Complete if Known

Application Number	10/646,133
Filing Date	August 22, 2003
First Named Inventor	Robert Keane
Art Unit	2173
Examiner Name	John W Cabeca
Attorney Docket Number	03-011

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

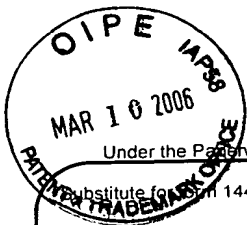
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		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	MM-DD-YYYY			
		WO 92/17581	10-15-1992	Davidson, et al		
		EP 1205839	05-15-2002	Whitmarsh, et al		

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	10/646,133
		Filing Date	August 22, 2003
		First Named Inventor	Robert Keane
		Art Unit	2173
		Examiner Name	John W Cabeca
Sheet 1	of 1	Attorney Docket Number	03-011

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		NETVIEWER GMBH, "Ad hoc Desktop Sharing" (in German), http://web.archive.org/web/20030703002340/www.netviewer.de/download/netviewer_flyer_dt.pdf	
		NETVIEWER CORP., "Ad hoc Desktop Sharing" (in English), http://www.netviewer.net/pdfs/flyer_netviewer_one2one_US.pdf	
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